

# Enterprise Incident Report August 2012

As of 9/4/2012

## Public Service Commission

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Public Service Commission	Capitol Hosting	Patrick Funk	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro A Desktop Support	Nancy Hachmeister	2 0	0 0	2 0
		Rodney Austin	2 0	0 0	2 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro A Help Desk	Liz Evans	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Metro B Desktop Support	Mike Wilde	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		6 1	1 0	7 1
Customer Company Total			6 1	1 0	7 1

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Public Service Commission	Capitol Hosting	Patrick Funk	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro A Desktop Support	Nancy Hachmeister	2 0	0 0	2 0
		Rodney Austin	2 0	0 0	2 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro A Help Desk	Liz Evans	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro B Desktop Support	Mike Wilde	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		6 0	1 0	7 0
Customer Company Total			6 0	1 0	7 0

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Public Service Commission	Capitol Hosting	Patrick Funk	0 0.00	1 0.63	1 0.63
		Assigned to Individual Total	0 0.00	1 0.63	1 0.63
	Metro A Desktop Support	Nancy Hachmeister	2 0.06	0 0.00	2 0.06
		Rodney Austin	2 0.06	0 0.00	2 0.06
		Assigned to Individual Total	4 0.06	0 0.00	4 0.06
	Metro A Help Desk	Liz Evans	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro B Desktop Support	Mike Wilde	1 0.14	0 0.00	1 0.14
		Assigned to Individual Total	1 0.14	0 0.00	1 0.14
	Assigned Group Total		6 0.06	1 0.63	7 0.14
Customer Company Total			6 0.06	1 0.63	7 0.14

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Public Service Commission	Capitol Hosting	Patrick Funk	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro A Desktop Support	Nancy Hachmeister	2 0	0 0	2 0
		Rodney Austin	2 0	0 0	2 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro A Help Desk	Liz Evans	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro B Desktop Support	Mike Wilde	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		6 0	1 0	7 0
Customer Company Total			6 0	1 0	7 0

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Public Service Commission	Capitol Hosting	Patrick Funk	0 0.00	1 0.86	1 0.86
		Assigned to Individual Total	0 0.00	1 0.86	1 0.86
	Metro A Desktop Support	Nancy Hachmeister	2 0.08	0 0.00	2 0.08
		Rodney Austin	2 0.26	0 0.00	2 0.26
		Assigned to Individual Total	4 0.17	0 0.00	4 0.17
	Metro A Help Desk	Liz Evans	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro B Desktop Support	Mike Wilde	1 1.27	0 0.00	1 1.27
		Assigned to Individual Total	1 1.27	0 0.00	1 1.27
	Assigned Group Total		6 0.32	1 0.86	7 0.40
Customer Company Total			6 0.32	1 0.86	7 0.40

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### Detail

<b>INC000000559117</b>	Darlene Cooper	Application	Error	Finance Data Warehouse	TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Public Service Commission	Low Closed	TTR Missed: No	0.03
<b>INC000000560491</b>	Melissa Paschal	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.12
	Metro A Desktop Support	Nancy Hachmeister	Public Service Commission	Low Closed	TTR Missed: No	0.13
<b>INC000000561554</b>	Darlene Cooper	Application	Error	Internet Explorer	TIR Missed: No	0.12
	Metro A Desktop Support	Rodney Austin	Public Service Commission	Low Closed	TTR Missed: No	0.16
<b>INC000000565682</b>	Lorri Dean	PC/Laptop	Error	None	TIR Missed: No	0.14
	Metro B Desktop Support	Mike Wilde	Public Service Commission	Low Resolved	TTR Missed: No	1.27
<b>INC000000565746</b>	Sheri Bintz	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Public Service Commission	Low Resolved	TTR Missed: No	0.37
<b>INC000000565947</b>	Sheri Bintz	Application	Password	None	TIR Missed: No	0.63
	Capitol Hosting	Patrick Funk	Public Service Commission	Medium Resolved	TTR Missed: No	0.86
<b>INC000000569447</b>	Melanie Reif	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Public Service Commission	Low Resolved	TTR Missed: No	0.00